



SHELTON STATE COMMUNITY COLLEGE



THOMAS E. UMPHREY
PRESIDENT

October 1, 1995

Mr. Don Bell
202 Skyland Blvd.
Tuscaloosa, AL 35405

Dear Don,

We take this opportunity to congratulate you on your selection for and acceptance of membership on the Educational Programs and Services Team, one of Shelton State's five new Systems Improvement Teams. Your team will be responsible for the continuous quality improvement of a cluster of core processes related to all of our instructional programs and student services.

We appreciate your willingness to serve as a volunteer on this highly visible and important team. As we look forward to a new time, new world and new Shelton, we are excited about the opportunities to improve our delivery of instruction and services to our students.

A "new Shelton" means more than just a new facility and campus. It also means adapting to changing customer needs and expectations. Your team will play a pivotal role in bringing about improvements and innovations in our internal operations, to better serve our customers, both internal and external.

We want to express our commitment to you, the team, and Shelton State's quest for continuous quality improvement in education. Together we can make a difference.

Ted D. Spring
Vice President

Thomas E. Umphrey
President

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